

Save the Dates!

LUNCH AND LEARN

Employee Series

These courses are designed to build fundamental skills and encourage positive behaviors in the workplace.

Bring your lunch and beverage and join us for a power-hour of information! Lunch and Learn sessions are held from noon until 1:00 p.m. in the Hampton Department of Human Resources Training Room unless otherwise noted.

Customer Service

Thursday, January 8, 2015

This course reviews the key components of delivering exceptional customer service.

Competing Demands

Thursday, July 9, 2015

This course reviews ways for individuals to effectively address situations in which they felt overwhelmed by multiple demands and pressures.

Communication

Thursday, February 12, 2015

This course highlights the basic components of effective Communication.

Difficult Behaviors

Thursday, August 13 2015

This course addresses difficult behavior that is sometimes displayed by customers and colleagues.

Workplace Values and Ethics

Thursday, March 12, 2015

This course emphasizes the importance of values and ethics in the workplace.

Conflict Management

Thursday, September 10, 2015

This course addresses the need to confront and diffuse discord that can disrupt the work environment, interfere with productivity and negatively impact employee morale.

Change Management

Thursday, April 9, 2015

This course is designed to help employees better understand the need for and productively adapt to change in the workplace.

Team Dynamics

Thursday, October 8, 2015

This course emphasizes the value and impact of individual contributions to team success.

Time Management

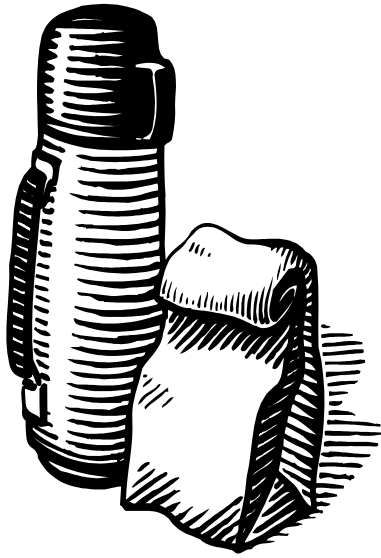
Thursday, June 11, 2015

This course provides practical strategies to encourage more effective use of one's time.

Workplace Humor

Thursday, November 12, 2015

This course explores the role of appropriate humor in the workplace and its effectiveness as a tool to diffuse stress and build relationships.



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LUNCH AND LEARN

Leadership Series

These courses are designed to support development for individuals in leadership and/or supervisory roles.

Bring your lunch and beverage and join us for a power-hour of information! Lunch and Learn sessions are held from noon until 1:00 p.m. in the Hampton Department of Human Resources Training Room unless otherwise noted.

Values and Ethics

Thursday, January 22, 2015

Learn how to foster and maintain an ethical workplace culture

Constructive Confrontation

Thursday, June 25, 2015

Learn how to prepare, conduct and evaluate a performance management conversation with an employee

Communication

Thursday, February 26, 2015

Learn the basic components of effective communication

Conflict Management

Thursday, July 23, 2015

Learn the role that leaders play in preventing and mitigating conflict within a work team

Change Management

Thursday, March 26, 2015

Learn the leadership principles necessary to successfully lead employees through change

Stress Management

Thursday, August 27, 2015

Learn how to productively manage stressors commonly experienced as a leader

Coaching

Thursday, April 23, 2015

Learn how to use coaching as a leadership tool to cultivate talent and drive performance

Team Management

Thursday, September 24, 2015

Learn how to form and manage a work team and the stages of team development

Feedback

Thursday, May 28, 2015

Learn how to offer feedback and receive feedback in a productive and objective manner

Self-Care

Thursday, October 22, 2015

Learn the importance of creating time and opportunities to attend to your own personal needs and well-being
